

Turn your automated chatbot into a top-performing virtual agent

To provide you with the data and expertise to appropriately develop, calculate and project realistic financial gains that can be attained with your investment in the Calabrio One Solution. Our team of experienced Strategic Consultants will work with you to measure the potential Return on Investment and develop materials, which you can use with finance and executive leadership.



FAST TRACK BOT IMPROVEMENT WITH CHATBOT ANALYTICS

Measure what matters

Monitor the technical metrics and translate the outcomes into business KPIs, and better communicate the health and performance of your bot program.

- Cornerstone KPIs summarize bot automation, customer experience, and cost per conversation
- Signal analysis tools help you zero in on what is causing downgrades in performance

One analytics platform, all conversations

Capture the entire conversation from bot to live agent, and perform a comprehensive analysis on bot quality.

- AI topic model automatically groups all conversations into themes, giving you digestible insights
- See overall performance or filter for channel, platform, or brand

All access pass to conversation data

Get direct access to every message — including transcripts — from chatbots, voicebots, and live agent conversations, without the help of external resources.

- Go from the surface to the details in just a few clicks, without having to rely on other teams to extract the data for you
- Use real customer messages to fix content gaps and upgrade bot responses

Make smart decisions with unprecedented visibility into conversation performance and chatbot responsiveness.

Conversion Analysis

Conversion Topics

Conversion Topics	New vs. Old	Step 1	Visual	Interest		Bad Experience Score		Bad Attention Score	
				% of total	% change from last period	Average	% change from last period	Average	% change from last period
1 product information	35,000		6.17%	↑ 15.16%	86	↑ 4.26%	25%	↑ 11.44%	
2 general order inquiries	40,000		6.75%	↑ 2.02%	87	↑ 4.62%	27%	↑ 17.34%	
3 capital order	31,401		5.19%	↓ 1.67%	90	↑ 3.36%	100%	↑ 3.44%	
4 order status	30,100		4.03%	↓ 30.20%	75	↑ 21.20%	47%	↓ 21%	
5 delayed order	29,775		4.17%	↓ 45.45%	45	↑ 28%	1%	↓ 5.05%	
6 damaged orders	24,000		3.08%	↓ 32.75%	40	↑ 21.20%	6%	↓ 4.24%	
7 check product inventory	20,000		3.04%	↓ 17.47%	57	↑ 34.47%	30%	↑ 38.44%	
8 refund issues	20,274		3.04%	↓ 34.67%	41	↑ 38.10%	21%	↑ 38.47%	
9 online checkout issues	20,007		3.03%	↓ 32.75%	58	↑ 22.00%	20%	↑ 22.22%	
10 place online order issue	18,502		2.03%	↓ 30.20%	67	↑ 3.36%	1%	↓ 5.05%	
11 online delivery issues	17,760		2.04%	↓ 32.75%	47	↑ 35.40%	4%	↓ 27.27%	
12 general complaints	15,764		2.00%	↓ 34.17%	47	↑ 33.60%	4%	↑ 33.33%	

See every conversation from your bot to the live agent, to make sure your customers are getting the answers — and the experience — they came for.

UK Analytics
NLU Intent Performance

T1000 93.9%
 Error Prediction 94%
 Message Not Understood 92%
 Low Quality Intents 93%

Legend: T1000, Error Prediction, Message Not Understood, Low Quality Intents

Intent	Score	Rate	Volume	Rate
1	1000	93.9%	1000	93.9%
2	1000	93.9%	1000	93.9%
3	1000	93.9%	1000	93.9%
4	1000	93.9%	1000	93.9%
5	1000	93.9%	1000	93.9%
6	1000	93.9%	1000	93.9%
7	1000	93.9%	1000	93.9%
8	1000	93.9%	1000	93.9%
9	1000	93.9%	1000	93.9%
10	1000	93.9%	1000	93.9%

Get fast answers into intent configuration, NLU model performance, and bot responses, to quickly zero in on what's working — and what needs to be improved.



“Calabrio Bot Analytics is our go-to for driving continuous improvement in our chatbot. The insights are reliable, and make it easy to know where our customers require support to find the answers they need. It helps us quickly zero in and correct issues for a better customer experience.”

– Tawsif Saleheen, Manager, WFO and Operational Effectiveness

Calabrio is the customer experience intelligence company that empowers organizations to enrich human interactions. The scalability of our cloud platform allows for quick deployment of remote work models — and it gives our customers precise control over both operating costs and customer satisfaction levels. Our AI-driven analytics tools make it easy for contact centers to uncover customer sentiment and share compelling insights with other parts of the organization. Customers choose Calabrio because we understand their needs and provide a best-in-class experience, from implementation to ongoing support.